



## Correcting Error 503

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### **What this error means**

Error 503 indicates that there is a discrepancy between the explanation of benefits (EOB) from the other insurer and the MassHealth claim, or in other information from the primary payer. (Note: On the HIPAA-compliant 835 remittance advice transaction, this denial will be reflected as an adjustment reason code “A1” and remarks code “N245.”)

### **Common causes**

Listed below are the most common reasons for a claim to deny with error 503.

- The EOB was altered.
- The crossover claim did not have a CMS-1500 claim form attached.
- The dates of service on the claim do not match those on the EOB.
- The dates of service on the claim are not fully included within the date span that is shown on the EOB.
- The denial/benefits exhausted letter is not dated within the same calendar year as the dates of service on the claim.
- The EOB print is cut off or is missing information.
- The member name on the claim and the EOB do not match.
- The provider name on the claim and the EOB do not match.
- The other paid amount on the claim is less than the paid amount shown on the EOB.
- The paid amount from the EOB is not in the correct field on the claim or is missing.
- The reason for the denial is not listed on the EOB.
- MassHealth does not accept the reason for the denial.
- The total charge on the claim is higher than the total charge on the EOB.
- The medical leave of absence (MLOA) days are missing from claim form no. 10.
- The number of MLOA days shown on the claim no. 10 does not match the number of MLOA days on the EOB.
- The admission date on the claim does not match the admission date on the skilled nursing facility letter.
- The description of the service on the claim does not match the description on the EOB.
- There is no report date on the EOB.
- The EOB requires a breakdown of the charges and the other paid amount (OPA).
- The EOB is not legible.
- The claim has an invalid place of service for the corresponding EOB.

### **Claim correction procedures**

If your claim denies with error 503 you should verify the information against the above list. Once the discrepancy or problem has been identified, either correct the claim or obtain a corrected EOB, as needed, and resubmit the claim to MassHealth.

For additional assistance, please call MassHealth Customer Service at 1-800-841-2900.